

## CLAIM AMENDMENTS

### IN THE CLAIMS

This listing of the claims will replace all prior versions, and listing, of claims in the application or previous response to office action:

1. **(Currently Amended)** A method for effecting a speech-enabled menu, comprising:

defining a menu of options to respond to a caller request for information, the options in the menu each having a corresponding information classification;

presenting the menu of options to the caller;

prompting for selection of a menu option via a caller voice utterance;

analyzing the caller voice utterance, including comparing one or more aspects of the caller voice utterance with a voice utterance glossary, to identify a selected menu option;

associating one or more terms from the caller voice utterance with the information classification corresponding to the selected menu option; and

updating ~~a~~ the voice utterance glossary with one or more terms associated with the information classification corresponding to the selected menu option.

2. **(Canceled)**

3. **(Original)** The method of Claim 1, further comprising defining the menu of options based on a likelihood of caller selection from the presented menu of options.

4. **(Original)** The method of Claim 3, further comprising defining the menu of options likely to be selected by the caller based on a frequency of information classification selection.

5. (Original) The method of Claim 1, further comprising:  
determining whether the selected menu option has associated with it a sub-menu of options; and

presenting the sub-menu of options to the caller for selection therefrom, the options in the sub-menu each having a corresponding information classification.

6. (Original) The method of Claim 5, further comprising comparing one or more aspects of a caller voice utterance in response to presentation of the sub-menu of options with the voice utterance glossary to identify a caller selected sub-menu option.

7. (Original) The method of Claim 5, further comprising defining the sub-menu of options presented based on a likelihood of caller selection from the sub-menu of options.

8. (Original) The method of Claim 7, further comprising defining the sub-menu of options likely to be selected by the caller based on a sub-menu option information classification request frequency.

9. (Original) The method of Claim 1, further comprising:  
prompting the caller for feedback regarding caller experience with the menu of options; and  
updating one or more aspects of menu content based on caller feedback.

10. (**Canceled**)

11. (**Currently Amended**) The system of Claim ~~10~~ 21, further comprising ~~the a~~ selection prediction module operable to predict ~~the one or more~~ options ~~most~~ likely to be selected based on a selection frequency value in ~~the an~~ option selection ~~histories history~~.

12. (Currently Amended) The system of Claim ~~10~~ 11, further comprising:  
the menu generation module operable to determine whether user selection from the  
menu of options suggests presentation of a sub-menu of options; and  
if presentation of a sub-menu of options is suggested, the selection prediction module  
operable to predict one or more sub-menu options likely to be selected by the user.

13. (Original) The system of Claim 12, further comprising the analyzer module  
operable to record user selection from the sub-menu of options in one or more sub-menu  
selection histories and consider the one or more sub-menu option histories in predicting the  
one or more sub-menu options likely to be selected by the user.

14-15. (Canceled)

16. (Currently Amended) Software for maintaining an option selection menu, the software embodied in computer readable media and when executed operable to:

ascertain a selection frequency for a plurality of menu options;

generate a current menu of options for presentation to a user based on menu option selection frequency;

present the menu of options for user selection therefrom;

identify an option selection of the user including comparing one or more aspects of a user utterance with a user utterance selection glossary;

record the selection of the user in a selection frequency record associated with the user selection; **and**

associate one or more terms of the user utterance with a menu option task classification; and

~~update a the user utterance option selection glossary with the one or more associated terms from a user utterance menu option selection.~~

17. (Original) The software of Claim 16, further operable to route the user to a system service operable to provide the user with support associated with the user selected menu option.

18. (Original) The software of Claim 16, further operable to update the current menu of options when the current menu of options fails to identify menu options most likely to be selected by a user.

19. (Cancelled)

20. (Original) The software of Claim 16, further operable to:

ascertain a user selection frequency for a plurality of sub-menu options associated with the menu option selection of the user; and

generate a current sub-menu of options for presentation to a user based on sub-menu option selection frequency.

21. (New) An information delivery system, comprising:  
a menu generation module operable to generate a menu of user options;  
an analyzer module operable to access a user utterance glossary to associate selected terms in user utterances with user options selected from the menu in response to the user utterances; and  
the analyzer module operable to update the user utterance glossary with selected user utterance terms.